

August 11, 2002
Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

Before CapTel was available, I've been using the relay service as a means of communication. Relay service provides Voice Carry Over (VCO) or 2 line VCO which is what I use. When using VCO, I would not be able to listen to the person who I'm calling with, just the beeping sounds of TTY codes. In order for me to listen to the person I'm calling with, I bought a second line and used 2 line VCO. At first it was wonderful but setting up the second line and following the procedures were cumbersome at best. This is only available at home where I have it.

Once CapTel became available, I have been using it ever since. On one line, I can now hear the voice of another person and take more control over the conversation. There are no GA's (Go Ahead) or SK's (Stop Keying) when taking turns talking over the phone. The delay time between conversation, the point when that person is finished speaking and when the last word displayed was typed out, is much shorter. This is very important for me because this brings out a much more natural flow back and forth between conversations. I was now able to drop the second line for 2 line VCO and save money! I also would not have to request a second line for my telephone at work.

I just received a cochlear implant last year and to use CapTel to practice listening over the phone is a must to use. There is no need to explain to the other person over the phone how CapTel works. He or she on the other side of the line would never know it even exist! I can also, during recordings, press the buttons for options or account numbers over the phone instead of having relay service assistant press the buttons, a big plus.

CapTel has made a difference with my lifestyle in terms of phone dependency. I would never have been able to seek a management job I've always wanted to pursue, if not for the wonderful technology CapTel brings. Please integrate CapTel as part of the relay service and become a permanent service with 24/7 availability.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,
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